

SORTA BOARD OF TRUSTEES MEETING

TUESDAY, JULY 27TH, 2021 – 6:00 P.M.
SORTA/METRO AT HUNTINGTON CENTER
5TH FLOOR, UNION TERMINAL CONFERENCE ROOM
525 VINE STREET, CINCINNATI, OHIO 45202

General Items:

Call to order
Pledge of Allegiance
Hearings from citizens

Action Items:

Briefing Items:

1. Fall Service Update (*Darryl Haley & John Ravasio*)

Other Items:

New Business

Adjournment

The next regular meeting of the SORTA Board of Trustees is scheduled for
Tuesday, August 17th, 2021 at 6:00 P.M.

The SORTA Board of Trustees may go into Executive "Closed" Session under the Ohio Open Meetings Act:

Section 121.22(G)(1) To consider appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee...; Section 121.22(G)(2) To consider the purchase of property for public purposes...; Section 121.22(G)(3) Conferences with an attorney for the public body concerning disputes involving the public body that are the subject of pending or imminent court action; Section 121.22(G)(4) Preparing for, conducting, or reviewing negotiations or bargaining sessions with public employees..., Section 121.22(G)(5) Matters required to be kept confidential by federal law or regulations or state statutes; Section 121.22(G)(6) Details relative to the security arrangements and emergency response protocols for a public body or a public office; Section 121.22(G)(8) To consider confidential information related to the marketing plans, specific business strategy, production techniques, trade secrets...



FALL SERVICE CHANGES

July 27, 2021



Agenda

- ✿ Board briefing item of new and improved service:
 - ✿ For all of our customers
- ✿ These service changes will:
 - ✿ Improve reliability for all customers
 - ✿ Add Local service frequency in the am/pm commute hours
 - ✿ Add two new routes

Background

- Industry-wide operator hiring challenge
 - Many systems continue to operate at reduced pandemic service levels or have cut service
- Metro has hired 82 Operators (YTD) with 41 currently in training
 - Operating 113% of Local and Express service
 - Experiencing 17- 20% absenteeism at Metro
 - Missed trips are resulting in the unreliability of service for students and customers

Solution: Service Improvements

- Added frequency on 12 routes during peak times
- Two new crosstown routes:
 - Rt. 37 connecting Glenway Crossing to Oakley Transit Center
 - Rt. 65 connecting Glenway Crossing to Northside Transit Center
- Minor route realignments will support improved CPS student transportation options
- Express service streamlined for efficiency

Improved Student Transportation Options

- **Increased access:** All eligible CPS students will have access to school on Metro
 - New service to Riverview East High School
 - Students in career/technical programs now eligible for a Metro transportation pass regardless of where they live
- **Shorter trip time:** Student travel times reduced on average by 10 minutes
- **More options:** Increased frequency and route options provides students with more flexibility to get to school on time



Improved Student Transportation Options

- **Expanded service hours:**
 - Student passes valid for 7th and 8th graders from 6 a.m.-6:30 pm.
 - Valid from 6 a.m.-9:30 p.m. for 9th-12th graders
 - Later hours and access to Saturday service for 9th-12th graders supports students with extracurricular activities and after-school jobs
- **More direct service:** Previously, 4.3 percent (approx. 400 students) had to transfer twice; now no student has more than one transfer

Implementation

- Partnered with CPS to best meet students' transportation needs
 - Together, mapped every student's home address to determine best routing option to school
- CPS to roll out robust marketing & communications plan to inform parents and students about changes and how to ride Metro
- Metro staff to participate in CPS student orientation sessions
- Information on our website and other communication outlets
- Customer Care Center staff will answer questions and assist
- Similar to service in Columbus, Cleveland, and Dayton
- Public information meeting to be held on Aug. 5



Improved Service Efficiency for All

- Adjustments will improve the operational efficiency of service
- More routes and increased frequency options benefit all customers
- More reliable service benefits all customers
- 61 additional operators previously needed reduced to 16 operators
 - Includes service efficiencies on Express routes
- 45 operators are currently in training
- New service improvements to go into effect Aug. 15, 2021